



Accepting applications for

OFFICE SERVICES MANAGER I

Board of Prison Terms

Salary Range: \$3714 - 4514 Per Month

Applications Must be Filed-In-Person January 19, 2005

Job Description:

Under the general direction of the Office Services Manager II, the incumbent performs a variety of critical managerial and supervisory functions, data analysis, and administrative duties to ensure that the staff services performed by employees under their supervision comply with the due process mandates of the court and the regulatory policies and procedures of the Board of Prison Terms (BPT). The incumbents manage and supervise the complex work and technical work performed by subordinate staff, whose services support the quasi-judicial parole revocation process. The parole revocation process involves critical and time sensitive functions that have an impact on public safety, as failures to meet the court imposed time frames and other mandates of the court may result in significant liability to the State and the release of dangerous felons. Incumbents should possess strong organizational and supervisory skills. The majority of the staff work occurs at Decentralized Revocation Units (DRUs), but, the scope of the services extends to all locations where BPT conducts revocation proceedings such as county jails, other California Department of Corrections' (CDC) institutions, parole unit offices, and the Department of Mental Health State Hospitals. Incumbents must attain knowledge of all aspects of the operation. The incumbents will supervise DRU staff in a specific geographical area and may supervise staff at more than one DRU. Incumbents must be willing to work independently and may be required to travel overnight.

Job Location:	A position exists at the Board of Prison Terms, Decentralized Revocation Unit located in Los Angeles
Salary:	\$3714 – 4514 per month
Minimum Qualifications:	<p><u>Pattern I:</u> One year of experience in the California state service performing the duties of a class with a level of responsibility not less than Office Services Supervisor III (Formerly Supervising Clerk II); <u>or</u></p> <p><u>Pattern II:</u> Three years of experience supervising a clerical section normally involving at least 15 employees. This experience must have included responsibility for planning, organizing, and coordinating the work; establishing procedures; selecting, training, and evaluating personnel and employee relations. [Experience in the California state service applied toward this requirement must have been performing the duties of a class with a level of responsibility not less than Office Services Supervisor II (formerly Supervising Clerk I).]</p>
Filing Instructions/ Selection Criteria:	<p>You must file your own application in person. The State application (Form 678) is available at state departments, the Youth Authority's website at www.cya.ca.gov, and at the State Personnel Board's website at www.spb.ca.gov. FILE YOUR APPLICATION IN PERSON ON JANUARY 19, 2005. Applications will be accepted and reviewed from 9:00 am to 4:00 pm at:</p> <p style="text-align: center;">Board of Prison Terms Decentralized Revocation Unit 320 West 4th Street, Room 520 Los Angeles, CA</p> <p>Selection Criteria: Applicants who meet the minimum qualifications will be scheduled for a qualifications appraisal interview. Interviews will be scheduled January 19, 2005 and will continue as many days as necessary. Please refer to the reverse side of this flyer for more details on the examination scope of the qualifications appraisal interview process.</p>
Additional Information and/or Obtain State Application:	<p>For additional information and/or to request a State application and the official examination announcement, contact Cheryl Session, Examination Analyst at csession@cya.ca.gov or at (916) 262-2719.</p> <p style="text-align: center;"><i>The Board of Prison Terms is an Equal Employment Opportunity Employer</i></p>

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(916) 262-2719 or*

Qualifications Appraisal Interview

The examination will consist of a mandatory qualifications appraisal interview. Interviews will be scheduled January 19, 2005, and continue as many days as necessary. Emphasis in the evaluation procedure will be on measuring competitively, relative to job demands, each competitor's:

Knowledge of:

1. Office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work and measuring work production;
2. Office materials, supplies, and modern equipment and ability to use them effectively;
3. Principles of personnel management and effective supervision.

Ability to:

1. Communicate effectively at a level required for successful job performance;
2. Apply office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work and of measuring work production;
3. Plan, organize, direct, and review of the work of clerical staff;
4. Learn rapidly specific laws, rules, and office policies and procedures and use good judgment in applying economical office forms;
5. Prepare reports;
6. Analyze situations accurately and take effective action;
7. Secure and maintain cooperative relationships with all persons contacted in the work.
8. Effectively contribute to the Department's Equal Employment Opportunity Objectives.

What Happens In The Interview

Usually, there are three panel members; one of them has the role of the chairperson. The chairperson will introduce the competitor to the other panel members. The chairperson begins the interview by greeting the competitor and telling him/her how the interview will be conducted, the areas of evaluation, and how much time is allowed for the interview. All panel members are provided with a set of questions, suggested responses and rating guidelines. All competitors are asked the same set of questions. Panel members cannot deviate from the pattern interview questions; however, panel members and/or chairperson may probe and ask for additional responses throughout the interview. Panel members will take notes during the interview so don't think that they are not paying attention to you. They are listening but they are writing at the same time. After all the questions are asked, chairperson will ask the other panel members if they have any additional questions. If not, the chairperson will ask the competitor if he/she wants to add anything to his/her presentation that was not covered during the interview but might help the panel better evaluate his/her qualifications.

The panel members realize that you may be a bit apprehensive about your interview, but it is helpful to know that their final rating is not based on your response to a single question, but based on an overall evaluation of several job related factors. Be advised that all oral interviews are recorded.

Interview Tips

Be confident. Be professional in your demeanor. Be polite. Be honest. Greet each of the panel members in a professional manner, even if you know them well-- don't be too friendly. Listen to each question carefully; ask panel members to repeat the question if you don't understand it the first time. Take time to think before you answer the questions. Try to answer in a logical and sequential way. Don't assume the panel members know what you do; even if they do, they cannot use that information for your evaluation. Don't tell the panel: "I don't have to tell you, you know what I do..." Don't bring letters of recommendations or other materials unless required by the Examination Unit (those are appropriate only for hiring interviews).

Benefits

- Salary Range: \$3714 - 4514 per month
- Paid annual leave or vacation leave
- Medical/Dental/Vision Insurance
- Retirement contributions into the California Public Employee's Retirement System
- 14 paid holidays
- Voluntary enrollment into a Deferred Compensation Program, Long Term Disability Insurance, Long Term Care Insurance, Group Term, Life Insurance, and a Legal Services Plan.

STATE OF CALIFORNIA
ARNOLD SCHWARZENEGGER
GOVERNOR

YOUTH AND ADULT CORRECTIONAL AGENCY
RODERICK HICKMAN
AGENCY SECRETARY

BOARD OF PRISON TERMS
MARGARITA E. PEREZ
CHAIRWOMAN
MARVIN E. SPEED
EXECUTIVE OFFICER
